**Building Your Team and Culture Strategies**

Engaging the staff/providers

* Development of an Engagement Council
* Team meetings
  + To include time to share gratitude with each other (shout outs)
  + Resolve any conflicts/communication issues/misunderstandings
  + Develop strategies/goals/ground rules on how to work together
* Focus groups
  + Time for leadership to get feedback from staff on how things are going
  + Collect ideas on next steps or finding solutions to problems
* Provider “lunch’n’learns
  + Opportunities to provide updates
  + Receive feedback
  + Show gratitude
* Clinic wide retreat
  + Teambuilding exercises
  + Set goals for the year
* Book clubs
  + Crucial Conversations is a good place to start
* Daily huddles (to include in session huddles
  + Tool for communication during clinic day
  + Prepare for the clinic session
* Celebrations
  + Must be planned
  + Opportunities to recognize hard work, show and share gratitude
  + Annual award ceremony
* Staff education series
  + Communication
  + Conflict management
  + Medical home concepts
* Clinic observations
  + Create environment where feedback is safe
  + Observe staff with patients/providers – give feedback on effective communication/workflow
  + Observe providers with staff and patients – provide feedback on clinic efficiency, utilize team members, communication with team
* Clinic newsletter
  + Opportunity to provide updates
  + Show gratitude
  + Staff/provider spotlights